

YOUR RIGHTS TO CANCEL

11. Your rights to end the contract

11.1 You may end the contract as set out below. In some circumstances We may charge You certain sums for doing so.

11.2 If You are ending the Contract subject to Clauses 11.2(i) to 11.2(iv), the Contract shall end with immediate effect, and We shall refund You in full for any Services which have not been provided or have not been properly provided.

- i. We have notified You about an error in the Price or description of the Services that You have entered into this Contract under and You do not wish to proceed,
- ii. there is a risk that the Services may be significantly delayed because of events outside of Our control,
- iii. We suspend the Services for technical reasons, or notify You that We shall suspend them for technical reasons, in either case for a period of more than 30 days,
- iv. You have a legal right to end the Contract because We have failed to fulfil Our obligations under the Contract, or in accordance with the relevant laws and regulations.

11.3 You may end the Contract if You change your mind during the period from the date that this Contract comes into existence defined within Clause 4 (*'Our Contract with You'*) up to 14 days ("cooling off period") after whichever is the later of;

11.3.1 the Service(s) commencement date; or

11.3.2 the date that You receive an email from Us accepting Your Contract (Clause 4.1).

11.4 If You end the Contract in accordance with Clause 11.3 and We have commenced the provision of the Service(s), You shall pay Us the full cost of the Service(s) that You have received and any applicable fees outlined within Clause 8 (*'Setting up the Services'*).

11.5 If You end the Contract in accordance with Clauses 11.3 or 12.3 and We have provided You with any Equipment, the Contract with which the Equipment relates shall remain in full force and effect until You have returned the Equipment to Us. You shall return the Equipment within 14 calendar days of informing Us that You wish to end the Contract. Contact Us on 03333057560 or email Us at support@fusionfibregroup.co.uk for a return label or to arrange collection.

11.6 If You do not return the Equipment within 14 calendar days, You shall be liable for the full cost of the Equipment.

11.7 If We reasonably consider that the Equipment has decreased in value as a result of it being used, misused, or damaged, We reserve the right to charge You an amount equal to the decrease in value. If We refund You any monies paid for Services not received before We are able to inspect the Equipment and subsequently determine a loss in value, You shall pay to Us the prescribed amount.

11.8 If you end the Contract under Clauses 11.2 or 11.3, the costs of returning the Equipment shall be borne by Us.

12. How to end the Contract with Us (including if You have changed Your mind)

12.1 To end the Contract with Us, please let Us know by doing one of the following:

- i. Call customer services on 0333 305 7560.
- ii. Email Us at support@fusionfibregroup.co.uk providing Your name, home address, details of the Contract, Your phone number and email address.
- iii. Send a letter to Us at Our registered address detailing Your name, home address, details of the Contract, Your phone number and email address.

12.2 If You are exercising Your rights under Clause 11.3, the refund for any associated delivery cost shall be the cost of delivery by the least expensive delivery method available.

12.3 If You exercise Your right to cancel outside of the cooling off period, We reserve the right to charge You the cost of the full Contract value, less any sums that You have already paid.